



CERTIFICATE OF MAILING 37 C.F.R. 1.8(a)

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

9-4-03
Date

Dora Rios
Dora Rios

#10/A
smc
9/14/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

For: INTEGRATED ACD AND IVR
SCRIPTING FOR CALL CENTER
TRACKING OF CALLS

)
) Confirmation No. 7190
)

) Examiner: William J. Deane, Jr.
)

) Group Art Unit: 2642
)

) Attorney Docket No. 81544.005
)

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AMENDMENT AND RESPONSE TO
OFFICE ACTION DATED JUNE 6, 2003

Technology Center 2600

Mail Stop: Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated June 6, 2003, please enter the following remarks.

X



2642

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Examiner: William J. Deane, Jr.

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Attorney Docket No. 81544.005

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TRANSMITTAL

Enclosed are:

- [X] Amendment and Response to Office Action Mailed June 6, 2003;
- [X] Certificate of Mailing under 37 C.F.R. § 1.8(a); and
- [X] Postcard.

The fee has been calculated as shown below.

CLAIMS AS AMENDED						
	(1) CLAIMS REMAINING AFTER AMENDMENT		(2) HIGHEST NO. PREVIOUSLY PAID FOR	(3) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	18	MINUS	** -18	*** 0	X \$18/9	\$0
INDEPEN DENT CLAIMS	3	MINUS	** -3	***	X \$84/42	\$0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT: \$0.00						

*If the entry in column 1 is less than the entry in Column 2, write "0" in Column 3.

** If the "highest Number Previously Paid For: IN THIS SPACE is less than 20, write "20" in this space.

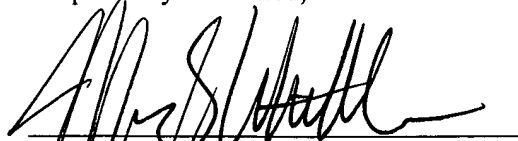
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

The Commissioner is authorized to charge any fees to the Deposit Account of Bracewell & Patterson, L.L.P., Deposit Account No. 50-0259, attorney docket no. 81544.005.

Respectfully submitted,

Date:

9/4/03


Jeffrey S. Whittle
Registration No. 36,382

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